

Fig. 1

P1	 P3	P4	P5	P6	P7	P8
402	406	408	410	412	414	416

Fig. 4

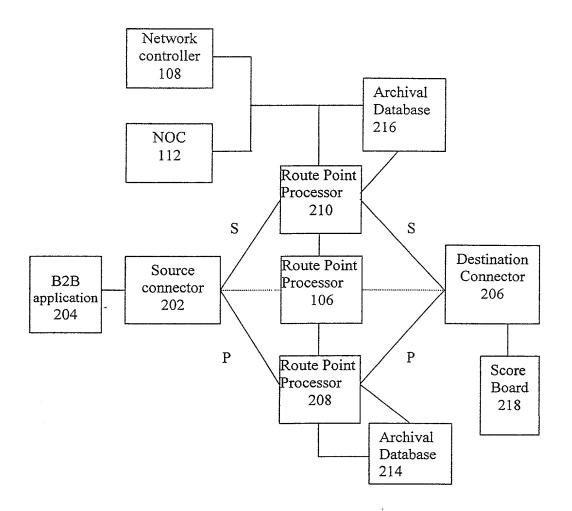


Fig. 2

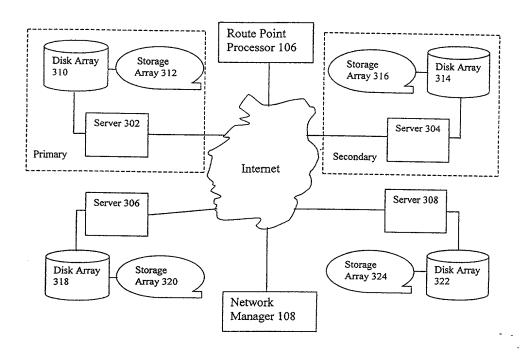


Fig. 3

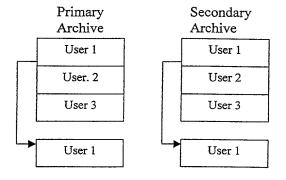


Fig. 7

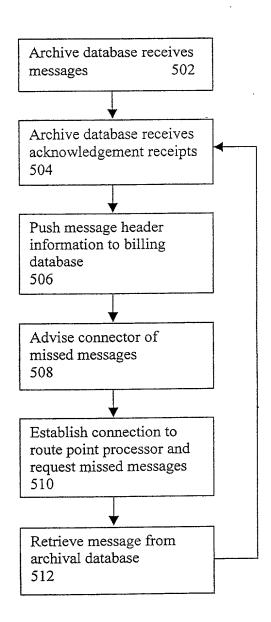


Fig. 5

Message Seq. No. 1 Message Seq. No. 2 Message Seq. No. 3 Message Seq. No. 4 Message Seq. No. 5 Message Seq. No. 6 Message Seq. No. 7 Message Seq. No. 8 Message Seq. No. 9 Message Seq. No. 10

Table 602

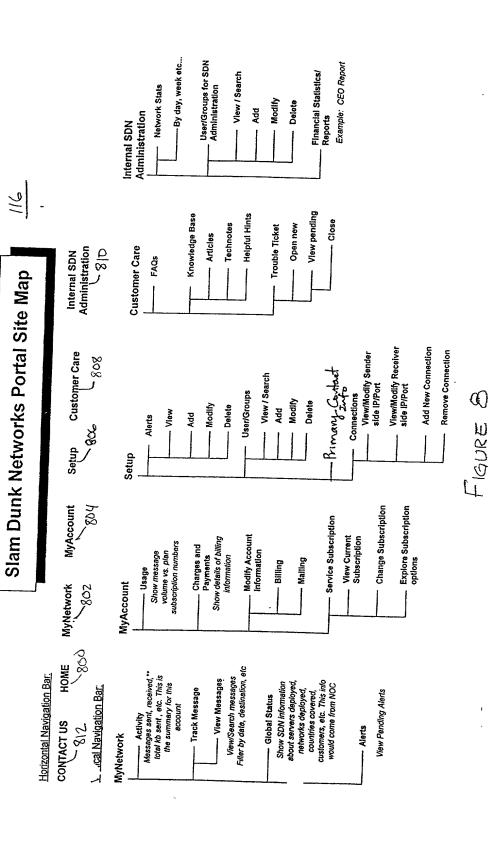
Receipt Seq. No. 1 Receipt Seq. No. 2 Receipt Seq. No. 3

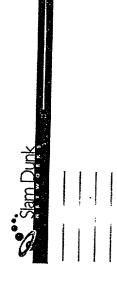
Receipt Seq. No. 5 Receipt Seq. No. 6 Receipt Seq. No. 7

Receipt Seq. No. 9 Receipt Seq. No. 10

Table 604

Fig. 6





Subscribe to Slam Dunk Networks Inc.: Create a New Account

7 406

Network Clients Login:

Password: Login:

FIGURE 9

	+
Registration ▶1	Setting up your Slam Dunk Networks Account 1002
Steps 23	Step 1
4 5	Thank you for your interest in Slam Dunk Networks, Inc. Please select one of the following methods for subscribing to our service:
	Step 1 - Choose Subscription methods
	Select your method of registration
	Subscribe Online -1004
	Call 1.800.XXX.XXXX
	Provide your identification Code if you are a pre-approved customer Enter id Code:
	Step 2 - Provide Business & Primary Contact Information
	Step 3 - Choose Subscription Plan
	Step 4 - Create Login for Primary Contact
	Step 5 - Confirm Provided Information
	Next 1010

FIG. 10A.

Registration	1	Setting up your Slam Dunk Networks Account	1012
Steps	≥2 3	Step 2	
	4 5	To Subscribe to Slam Dunk Networks online, please and submit the following 3 forms. Within the next 24 will receive an activation email containing important i about your Slam Dunk account. If there are any probuil be contacted by a Slam Dunk Networks account representative.	hours, you nformation
		Note: Fields with * are required.	
		Business Information:	← 1014
		Business Name:	*
		DUNS#:	
		Primary Contact Information:	▲ -1016
		First Name: * Last Name:	*
		Business Ext: Phone:	
		Fax: * Cell:	
		Email: * Pager:	
		Primary Mailing Address:	→ -1018
		Address: (use your Enter key to go to next line of the	
			▼
		City: State/ Province: *	*
		Zip/Postal Country: Code:	
		Business Business Phone: * Fax:	
		FIG. 10B.	

Billing Address:
Same as Mailing Address?: Yes No (this section rolls out if No is clicked)
To the Attention of:
First Name: * Last * Name: * 1020B
Address: (use your Enter key to go to next line of the box)
City: State/ Province: *
Zip/Postal Country: Code: *
Business Business Phone: * Fax:
Previous Next 1022 1024

FIG. 10B. (Continued)

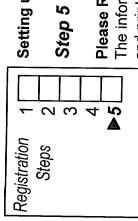
	4222
Registration 1 Steps 2	Setting up your Slam Dunk Networks Account
▶3	Step 3
5	Choose a Plan: psx-error/error_msg
	Choose a Service Level Agreement (SLA) Plan:
4000	Low Usage ▼ * Display SLA
1032	2 — 1030 SLA Description Displayed Here
1034—	Payment Type: Prepaid by Company Name Invoice Me
1038 —	Please select how you would like to recieve your account activity statement: Primary Contact Email Billing Address Email Fax Post
	Primary contact mailing information will be used unless Billing Address Information was specified in Step 2.
	Please select how often you would like to receive your account activity statement:
1036 —	● Monthly ○ Quarterly ○ Semi-annually
	Previous Next 1040 1042

FIG. 10C.

Registration	1 []	1044	
Steps	2	Setting up your Slam Dunk Networks Account	
	3 4	Step 4	
	5	Security Information:	
		Login Name: *	
		Password:: *	
		Password Confirm: *	
		Password Reminder: Secret Question and Answer if you forget your password. Choose a question only you know the answer to and that has nothing to do with your password. If you forget your passwowe'll verify your identity by asking you this question. If the response matched the answer that is entered here, we wallow access to your account.	ord, u es
		Secret Question: *	
		Answer to Secret* Question:	
		Previous Submit 1050 1052	

FIG. 10D.

1054



Setting up your Slam Dunk Networks Account

Please Review your Information:

The information that you have entered on the previous forms is displayed below. Please information carefully and print a copy for your records. To make a change, please choose bottom of this screen. To confirm and submit this information, please choose Create At of this screen.

Business Information:

Business Name: psx-client_info/business_name

psx-client_info/duns DUNS#:

Primary Contact Information:

psx-client_info/primary_

contact/lastname

Last Name:

psx-client_info/primary_

contact/phone_ext

psx-client_info/primary_

contact/cell_phone

psx-client_info/primary_

contact/pager_phone

contact/firstname

Business Phone: psx-client_info/primary_

contact/phone

psx-client_info/primary_ contact/fax_number

Fах:

Cell:

Ext:

psx-client_info/primary_ contact/email_address

Email:

Pager:

Business Mailing Address:

Address: psx-client_info/mailing/address/line_1

psx-client_info/mailing_ address/city City:

psx-client_info/mailing_ address/zip_postal Zip/Postal Code:

psx-client_info/mailing_ address/bsaus_phone Business Phone:

address/state_province psx-client_info/mailing_ address/country Country:

psx-client_info/mailing_

State/Province:

address/bus_fax_number psx-client_info/mailing_ **Business Fax:**

Billing Address:

Same as Mailing Address? Yes

To the Attention of:

psx-client_info/billing address/ psx-client_info/billing_address/ Last Name: First Name:

firstname

lastname

psx-client_info/billing_address/ psx-client_info/billing_address/ State/Province: psx-client_info/mailing/address/line_1 Address:

City:

psx-client_info/billing_address/ state/province Zip/Postal Code: psx-client_info/billing_address/ Country:

psx-client_info/billing_address/ country psx-client_info/billing_address/ Business Fax: Email:

business_fax

Choose a Plan:

Prepaid by Company Name pax-client_info/service_lev Subscription Plan Selected: Payment Type:

Receive your statement:

How often you would like to receive your statement: Monthly

Security Information:

psx-client_info/site_user/site_username psx-client_info/site_user/site_password psx-client_info/site_user/site_password Password Confirm: Login Name: Password:

Secret Question and Answer

If you forget your password, we'll verify your identity by asking you.

psx-client_info/site_user/secret_question psx-client_info/site_user/secret_answer

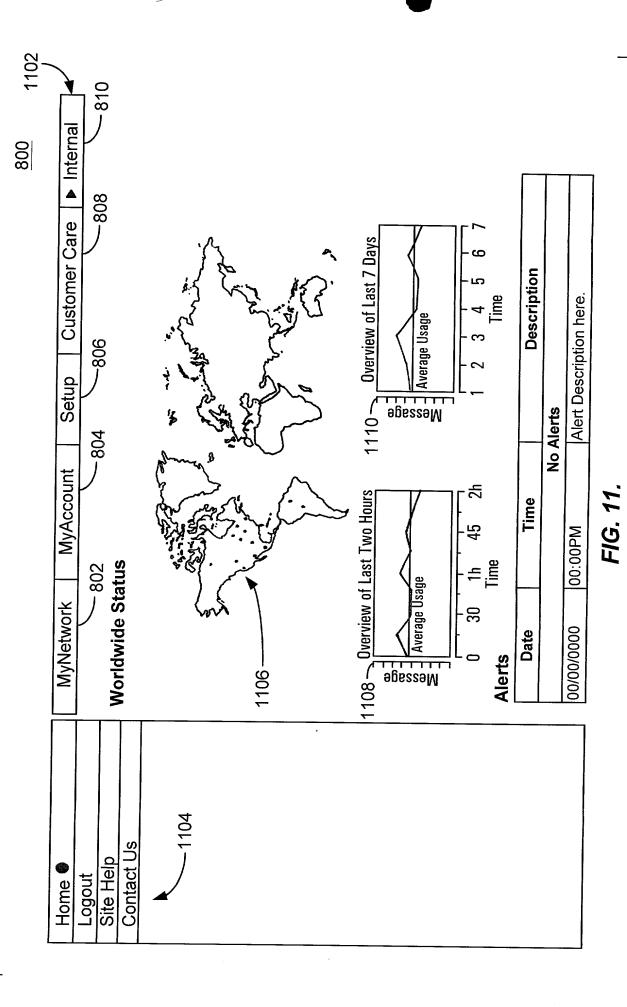
FIG. 10E.

(Continued)

Create Account Previous

Answer to Secret Question:

Secret Question:



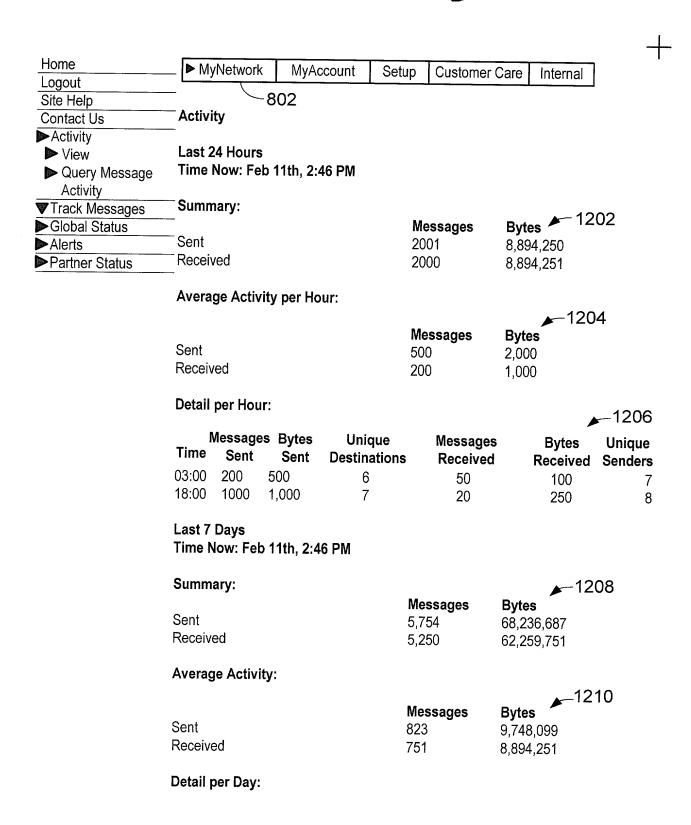


FIG. 12A.

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|--|

FIG. 12A.

₽

Company Name

#

12354 27351 72622 90812

ABC Inc.
ACME
XYZ Technologies
NTS Technologies

2 8

Home	► MyNetwork MyAccount	Setup Customer Care Internal
Logout		
Site Help		
Contact Us	Track Messages	
▶ Activity		
▼Track Messages	Define Message Display Criteria:	000
▶Global Status		0221
▶ Alerts		
▶ Partner Status	Show summary of messages:	•
	Between: Date (mm/dd/yy)	12:00 AM \\ \
	and Date (mm/dd/yy)	12:00 v AM v
	Where sender/recipient: is	Company ID
	Show messages per screen.	een.
	Submit Query	
-	1222	

FIG. 12B.

荒

+

Home	▶ MyNetwork	MyAccount	Setup	Customer Care	Internal
Logout					
Site Help	Global Status				
Contact Us		S CAN CONTRACTOR	÷	gr ^e	
▶Activity		\$9.7.7.6 0.7.6.8(B.Q.)	· · · · · · · · · · · · · · · · · · ·	مر معلا م	. 1224
▼Track Messages			is Sold		Лì
▶Global Status			20 - E		
►Alerts		ا ا ا		1 2 m	
▶Partner Status) }		
		٠ ٠ ٠	~ ~		
		_		3	
		<u></u>		•	1226
		•	2 day	A TOWN	{
	<u>(i</u>	٤	~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~		Z
		の方面文	Z Z Z	がいる	
		No MAN	TANK TO THE PARTY OF THE PARTY		
			が終り		
	2			Ŧ	71228
	Current Network Performance	Performance			
	Number of Hoops Deployed:	Jeployed:		100	
	Number of Countries:	.se:		20	
	Number of Networks:	(S:		32	
	Percentage of Hoops Available:	ps Available:		24%	
	Network Volume			156 K/sec	

FIG. 12C.

Home	▶ MyNetwork	etwork	MyAccount) jno	nt Setup	Customer Care	Internal	
	;							
	Pending Alerts) Alerts				1001	c	
						0621	D	
	Type	Date	Time	Q	Action	Description	Clear?	
▼ I rack Messages ► Global Status	∢	2/12/2000	3:14PM	22	2/12/2000 3:14PM 22 Email: your messa bob@hotmail.com below 20%	your message quota is below 20%		-1234
► View Pending Alerts ► Partner Status	٧	3/22/2000	3:15PM 42	42	Page: 415-567-6433	5% of messages took more than 30 minutes to deliver. Average is 5 minutes		- 1234
		Cle	Clear Selected Alerts	ed A	vlerts	View Alert Log		
			7	1236		1232		

FIG. 12D.

Home	MyN ■	MyNetwork	MyAccount	nno	t Setup	Customer Care	Internal
Logout							
Site Help	Alert Log	ō				1030	c
Contact Us		1				(2)	0
▶Activity	Type	Date	Time	₽	Action	Description	Status
▼ Track Messages							Cleared on
▶Global Status	•			-	=mail:	de anota is	
▶Alerts	≪	2/12/2000	3:14PM	22	2/12/2000 3:14PM 22 bob@hotmail.com below 20%		
▶ View Pending Alerts					ı		by Joe Smith
▶ Partner Status						700, of monocon to 100,	
	∢	3/22/2000	3:15PM	42	3/22/2000 3:15PM 42 Page:	more than 30 minutes to Still Pending	Still Pending
						deliver.	

FIG. 12E.

Home	► My	lyNetwork MyAo	MyAccount	Setup Cu	Customer Care	Internal
Logout		0,10				
Site Help	Farthe	ner Status				
Contact Us		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1				
▶Activity	Farthe	ner watch List			11/	-1238
▼Track Messages			`			
►Global Status		Partner	Activity	Activity for Past 24 Hrs	Activity for Past 7 Days	Past 7 Days
▶ Alerts						
▶Partner Status	•	ABC Inc.	127/127 M	127/127 Messages Delivered 899/899	968/868 pe	
	•	ACME	352/352 M	352/352 Messages Delivered 1532/1532	ed 1532/1532	
	•	XYZ Technologies	1,027/1,02 Delivered	1,027/1,027 Messages Delivered	8,063/8,063	

FIG. 12F.

FIG. 13A.

+

Internal		-1304							
Customer Care			01 April 2000	70	001		12	Invoice (or prepaid)	Ιλ
Setup			01 Apı	3/8/2001	4/15/2001	\$15.00	-24B6.12	Invoic	Monthly
▶ MyAccount	ınts		ate:	seived:	Ö				
MyNetwork	Charges & Payments		Last Statement Date:	Last Payment Received:	Next Payment Due:	Credits:	Account Balance:	Billing Type:	Invoice Cycle:
Home	Logout Site Help Contact Us	▶ Usage▶ Charges & Pavments	■ Modify Accounting	▼ Service Subscription					

FIG. 13B.

Home	MvNetwork	▶ MvAccount	Setup	Customer Care	Infernal
Logout	1				
Site Help	ח ו				
Contact Us	Modify Billing Address	dress			
▶ Usage					
Charges & Payments	Modify any field(s) as necessarv	and then c	Modify any field(s) as necessary and then click on "Update" to submit	o submit
▼ Modify Accounting	your changes.				
▶ Billing					1306
Mailing	To the Attention of:	of:			
▼ Service Subscription	First Name:			*	
				-	
	Last Name:			*	
	Address: Use your	Use your <enter> key to add a new line.</enter>	a new line.		
				•	
	•			Þ	
	₹			*	
	City:		State/Province:	e:	
	*			*	
	Zip/Postal *		Country	*	
	:				
	Email:		Billing Fax:		
	-7-1-1				
	Opdate				

FIG. 13C.

State/Province:

City:

Business Fax:

Country:

Zip/Postal Code:

Business Phone:

Update

FIG. 13D.

customer Care Internal	ditira	This core subscription level provides for the needs of most organizations. This subscription level provides for 1,250,000 messages/transactions annually, and additional blocks of messages/transactions can be added to the base plan. -1312 -1316	
Setup	of Shape	on level tional b	
■ MyAccount	Current Subscription - Corporate Subscription	core subscription level pronizations. This subscriptions annually, and addibe added to the base plan. 4	
MyNetwork	Current Subscr	This core subsorganizations. transactions arcan be added to 1312 1314	
Home	Logout Site Help Contact Us	 ► Charges & Payments ► Charges & Payments ► Modify Account Info ► Service Subscription ► View Current Subscription ► Change Subscription ○ Change Subscription ○ Dptions 	

FIG. 13E.

Home	MyNetwork ► MyAccount Setup Customer Care Internal
Logout	Change Subscription
Site Help	
Contact Us	Current Subscription - Corporate Subscription
▶ Usage	
Charges & Payments	ande mv Plan Subscription
■ Modify Account Info	O Add more messages to existing subscriptions
▼ Service Subscription	Coloct now alon cubocatation:
▶ View Current	riew pian su
Subscription	Low Usage Explain Plan
▶ Change Subscription	1322
► Explore Subscription	This core subscription level provides for the needs of most
Options	organizations. This subscription level provides for 1,250,000 messages/
	transactions annually, and additional blocks of messages/transactions can be
	added to the base plan.
	Change My Subscription ——1324
	7308
	Quantity
	Add 10,000 messages and charge \$2,000 to my account.
	O Add 25,000 messages and charge \$4,000 to my account.
	Add to Subscription —1328
	NOIE: when user clicks "Change my sub" will go to confirmation page and
	to confirmation page and confirmation will display accordingly.
	to committation page and committation will display accordingly.
	FIG. 13F.

Home	MyNetwork	▶ MyAccount	Setup	Customer Care I	Internal
Logout	Service Subscription	intion			
Site Help	200				
Contact Us	Explore Subscript	re Subscription Options			
▶ Usage		_ [
Charges & Payments	opeal wo	Please click on	ı a Subscriptic	Please click on a Subscription type to the left for an explanation	olanation
Modify Account Info	Corporate	ol tilat piari.			
Service Subscription	Strategic	NOTE: Descrip	Illo Will ONI	NOTE: Description will ONLY display here when link on the loff is	oi #0 od+ r
▶ View Current		clicked. It will I	NOT appear b	clicked. It will NOT appear below when live.	S 110
Subscription	Low Usage				
Change Subscription)				
▼ Explore Subscription	This entry level plai	n let's you easily acce	ss the service	This entry level plan let's you easily access the services at Slam Dunk Networks and is	and is
Options	intended for those of	customers who intera	ct with their bu	intended for those customers who interact with their business partners at a very low level	low level
	This subscription le	rity. ubscription level provides for 50,000 messages/transaction of messages/transactions can be added to the base plan.	00 messages/i added to the	or activity. This subscription level provides for 50,000 messages/transactions annually, and additional blocks of messages/transactions can be added to the base plan.	additional
	Corporate				
	This core subscripti This subscription le additional blocks of	This core subscription level provides for the needs of most organizations. This subscription level provides for 1,250,000 messages/transactions annuadditional blocks of messages/transactions can be added to the base plan	the needs of r),000 messago ns can be adc	This core subscription level provides for the needs of most organizations. This subscription level provides for 1,250,000 messages/transactions annually, and additional blocks of messages/transactions can be added to the base plan.	pu
	Strategic				
	This subscription leterading partners or E	bscription level provides for those customers w partners or B2B Marketplaces and Exchanges. bscription level provides for 25,000,000 messa	customers wide Exchanges.	This subscription level provides for those customers who have a substantial number of trading partners or B2B Marketplaces and Exchanges. This subscription level provides for 25,000,000 messages/transactions applially but can	ber of
FIG. 13G.	be further refined to	be further refined to meet the specific needs of these customers.	eds of these c	ustomers.	

Home	MyNetwork	k MyAccount ►Setup	Customer Care	lnternal
Logout				
Site Help	Alort Dogiet	908/	.	701.1
Contact Us		ימנוסוו		
Alerts	You are curr	antly registered for the fellowing		:
▶ View	בה מים מים מים מים	i od die cui entry registered for the following Alerts and Notifications:	Alerts and Notir	fications:
Add Modifi	CI troid	TOIN TOIN		
		Alei t Description	Alert Method	Alert Recipients
User/Groups	Σ	Daily Account Summary	Email	ismith@cisco com
Primary Connection				
Modify Password	C5	Message Subscription Quota	Pager	616-542-6585
Modify Profile Connections			_	
	1404		/1402	2

FIG. 14A.

e Alert Subscription requestrate information in the before you register. If y refresh after you click resage quota <30% or 50% sage Quota <30% or 50% sage Quota Summary sage subscription Quota Below age subscription Quota Below le following New Alert Te t Registrations Scription quota <30% or 50%	MyAccount ►S	► Setup Cust	Customer Care Int	Internal
Select the appro selection page will wessend Selection Messeword Selection Messeword Selection Messend Selection Selection Messend Selection Selection Messend Selection Selection Messend Selection				
Select the approper the approper selection page will Mess onnection Selection Mess onnection Mess onnection Mess on Mess age displayed displayed displayed display the New Alert Substitute Message				
the approsent in the approxement in the approxe	Cube printing a deligible	7+ 70 q+0cm 0q+		; ; ;
selection page will mess ion Selection Mess ion	n ourscription required, pipformation in the Alan	ine memou ic Posisiost fiol	Jeceive aleit, alic	a enter
page will Selon Mess Daily NOTE: W displayed display th New Alert Message	re volt register I f volt w	r Recipient nei	d. Tou may test y	our roo this
	st offerword olick registe	מוור וס אמטאכוווי		D D
	sii aitei you ciich legiste	i alla you illay	/ add more Aleris.	71400
uoi		Alert Method A	Alert Recipients	
uoi l			N S	
		A DIION	Nolle	lest
Φ		None	None	Test
		None 🔻	None	Test
Register NOTE: When "Test" is clicked, Conf displayed on this page. When "Registrations display the following New Alert Table New Alert Registrations Alert Subscription Message quota <30% or 50%				
NOTE: When "Test" is clicked, Conf displayed on this page. When "Regi display the following New Alert Table New Alert Registrations Alert Subscription Message quota <30% or 50%		None	None	Test
NOTE: When "Test" is clicked, Conf displayed on this page. When "Regi display the following New Alert Table New Alert Registrations Alert Subscription Message quota <30% or 50%				
displayed on this page. When "Regi display the following New Alert Table New Alert Registrations Alert Subscription Message quota <30% or 50%	-1410 "Test" is clicked Confirm	oation/Error (e	(cardied to account	
New Alert Registrations Alert Subscription Message quota <30% or 50%	nis page. When "Regist owing New Alert Table.	er" is clicked,	page will refresh a	pu Bu
Alert Subscription Message quota <30% or 50%	jistrations			
Message quota <30% or 50%		Alert Method	Alert Recipients	Its
ii		Email	jsmith@cisco.com	com
Message Delivery Time too high		Pager	616-542-6585	

FIG. 14B

Home	MyNetwork MyAccount ► Setup	Customer Care Internal
Logout	NA . 1150 . A	
Site Help	Modify Alerts	
Contact Us		
▼ Alerts	You are currently registered for the following Alerts and Notifications. Select	g Alerts and Notifications. Select
▼ View	the Alert to modify, make changes as needed and then click on "Apply	ed and then click on "Apply
▶ Add	Changes".	7
■ Modify		1414
▶ Delete	Alert ID Select Alert Subscription Ale	Alert Method Alert Recipients
▼ User/Groups		F
▼ Primary Connection	incassage duota 20 % Ol 20 %	71
▶ Modify Password	N1 Message Delivery Time too high	Email ▼ 605-565-9859 Test
▶ Modify Profile	C2 Daily Account Summary	Email
▼ Connections	Message subscription Quota	
		Email jdoe@foobar.com Test
	Apply Changes	
	/1416	\\\\\\\\\\\
	NOTE: When "Test" is clicked Confirmation/Error (Success or failure) will be	/Frror (success or failure) will be
		clicked will go to confirm page.

FIG. 14C.

Home	MyNetwork	돈	MyAccount	▶ Setup		Customer Care Internal	lad
Logout							
Site Help							
Contact Us	Delete Alerts	ts					
▼ Alerts	,	:					
▶ View	You are cur	rently	are currently registered for the following Alerts and Notifications:	e follow	ing Alerts and	Notifications:	
▶ Add		#0 V					Г
Modify	·	בו ב	Alert Description		Alert Method	Alert Method Alert Recipient	
▶ Delete		ב					
▼ User/Groups	Delete	Σ	Daily Account Summary	mmary	Email	ismith@cisco com	
▼ Primary Connection				,		Jon	
■ Modify Password	Delete	C2	Message Subscription	ption	Pager	650-546-9857	
■ Modify Profile			quota below 30%				
▼ Connections	/]
)	1418					

FIG. 14D.

Home	MyNetwo	rk MyAcco	unt ▶	Setup	Cust	omer Car	e Intern	al
Logout	View Use	ers				······································		
Site Help	Enter a us	sername to	view	or clic	k on Si	how all U	sers to vi	ew
Contact Us		red users.						
▼ Alerts				Sear	ch	Show	all Users	
▼ User/Groups					-1424	1	_14	22
▶ View	NOTE: th	e following	r table	will or	alv dier	Nav AFTE	D "Soor	ob"
▶ Add	or "Show	all Users"	is clic	ked.	ny disp	nay Ai IL		ا ار
▶ Modify			-	Tech	Tech	Business	Business	7
▶ Delete	Name	User ID			Admin		User	'
▼ Primary Connection	Joe Smith	ismith				. /		1
Modify Password		Jorritar						
Modify Profile	<u>Joe</u> Smithston	jsmithston			/			
▼ Connections	SIIIIIISIOII	<u>L </u>	<u> </u>					J
	user clicked "Show all Users", the list of users will display as above, BUT the User Details will display on another page when a Name is clicked (click on Joe Smith to see sample). Clicking "show all users" may return a large list, therefore User Details should display the next page. User Details							
	Attributes	of user: .	Joe S	mith			-1426	
	First Nam		Joe					1
	Last Nam		Smi					
	Login Na (User ID)	me	jsmi	ith				
	Email		ismi	th@cis	sco.con	<u> </u>		
	Phone			-453-9		11		!
	Cell		616	-987-8	843			
	Pager		616	-884-9	987			
	Fax		616	-732-9	998			
	Group Me	mbership					1428	

✓ Super Admin	Tech User
Tech Admin	✓ Business User
✓ Business Admin	

NOTE: this last table is not needed on this page as the information is provided above in the search results, but would be displayed on the details page for a "show all user" search.

FIG. 14E.

Home	MyNetwork	MyAccount	▼ Setup	Customer Care	Internal
Logout					
Site Help	Add New User				
-	* 4±;**, 0010;U				700
. 1	rieids with are require	alle			7.1430
▼ User/Groups					
▶ View					
▶ Add	First Name:			*	
▶ Modify	Last Name:			*	
▶ Delete	Login Name (User ID):	er ID): [*	
▼ Primary Connection	Password:			*	
▶ Modify Password	Fassword Confirm:	.: E		*	
Modify Profile	Phone (dav)			* *	
▼ Connections	Cell Phone:				
	Pager:				
	Fax:				
	Define group membership for this user.* To grant membership in a group, check the corresponding box:	mbership for this ship in a group,	s user.* check the cor	responding box:	
	☐ Super Admin Tech Admin			Tech User	
	☐ Business Admin	lmin			
	Add User				

FIG. 14F.

	L				
D I OL	MISINETWORK	MyAccount	Setup	Customer Care	Internal
	Acdiford Income Assetting		-		
	Modify User Attributes	es			
Contact Us	;	;			
	Click on the User to Modify.	Aodify.		•	-1432
■ User/Groups					70.
	User ID	Name:			
	jsmith	Joe Smith			
	jdoe	John Dow			
	yplow	Joe Blow			
▼ Primary Connection					
▶ Modify Password					
▶ Modify Profile					
▼ Connections					

FIG. 14G.

Home	MyNetwork	MyAccount	▶ Setup	Customer Care	Internal
Logout	Modify Drofile				
Site Help					
Contact Us		17: 25: 7.			7777
▼ Alerts	Login Name (user ID): Jsmith	J): Jsmitn			1554
▼ User/Groups					
Primary Connection	First Name:	Joe		•	*
Modify Password		4:00			4
▶ Modify Profile	Last Name:				ĸ
▼ Connections	Business Phone:	650-958-6542	-6542		
	Ext:	6500			
	Email:	jsmith@	jsmith@cisco.com		*
	Cell Phone:	650-958-6542	-6542		
	Pager:	650-958-6541	-6541		
	Fax:	650-958-6548	-6548		
	Apply Changes				

FIG. 14H.

Home	MyNetwork My/	MyAccount ► Setup Customer Care Internal
Logout		
Site Help	Delete User	
Contact Us		
▼ Alerts	The list of all registered	The list of all registered users for this account is show below. Select the user to
▼ User/Groups	delete by clicking on the name of the user.	name of the user.
▶ View		
▶ Add	Registered Users	
■ Modify		
▶ Delete	•	
▼ Primary Connection	Name	User ID
▶ Modify Password	Joe Smith	ismith
■ Modify Profile	Joe Smithston	ismithston
▼ Connections		

FIG. 14I.

Contact Us Alerts
 ▼ User/Groups ▼ Primary Connection ▶ Modify Password ▼ Modify Profile ▼ Connections

FIG. 14J.

Home	MyNetwork	MyAccount ► Setup	Customer Care	Internal
Logout			-	
Site Help	Modification of the second	()		
\smile	Modiny Primary Contact Info	tact into	7	C
- 1			4	1447
1				
Primary Connection	First Name:	Joe	*	
■ Modify	4	14:00		
Modify Password	Last Name:	Smith	*	
	Business Phone	650-958-6542		
▼ Connections				
	Ext:	6500		
	<u>:</u> ; В Ц	iemith@cisco	*	
	LE GE	January Colli		
	Cell Phone:	650-958-6542		
	C	CEO OEO CE 44		
	rager:	020-828-0241		
	Fax:	650-958-6548		
	Apply Changes			

FIG. 14K.

Home	MyNetwork	p Customer Care Internal
Logout	View Receiver Configuration	
Site Help		
Contact Us	Connot be the second of the se	the second secon
▼ Alerts	FOI detailed illiorniation about the connection configurations please read the	tion comigurations please read the
▼ User/Groups	collifector rad.	
▼ Primary Connection	Optimization of contraction and property of the contraction of the con	
▶ Modify Password	to which Slow Duel, Notworks will deliver mosses and deliver to which Slow Duel.	dale shown below. These are the nosts
■ Modify Profile		il Siaili Dulik Netwolks Will deliver rijessages addressed to you using
▼ Connections	secule (TITTO) protocol.	
► View Connection	Receiver side IP address:	XXX.XX.XX
▶ Modify Connection	Port:	883
► Add New Connection	Contact Person:	Joe Smith
▶ Remove Connection	Location:	Boise, Idaho
	Name of connection:	FinanceServer
	Hardware/OS:	Intel running Linusq
	Webserver Info:	Apache 1.39
	Receiver side IP address:	ууу.хх.ууу
	Port:	983
	Contact Person:	Bob Mack
	Location:	Memphis, Tennesse
	Name of connection:	Planning
	Hardware/OS:	Sun ES4500. Solairs 8
	Webserver Info:	NES 4.0
	1446	1441

FIG. 14L.

e Internal					ύ	•	XI ,		s, TX	
Customer Care					1448		Houston, TX		Memphis, TX	
ıt ►Setup		ify.					Server		Marketingserver	
MyAccount	ction	nection to Modi					FinanceServer		Marketin	
MyNetwork	Modify Connection	Click on a Connection to Modify.					Sender:		Receiver:	
	sſ	sdno	Primary Connection	Modify Password	rotile	▼ View Connection	▶ Modify Connection	▶ Add New Connection	▶ Remove Connection	
Home	Site Help Contact Us	▼ Alerts▼ User/Groups	▼ Primary	■ Modify P	Wiodity Profile Connections	▼ View (Modify	► Add N	▶ Remo	

FIG. 14M.

Home	MvNetwork MvAccount Setup Customer Care Internal
Logout	dano di manana di di
Site Help	Modify Connection 71450
Contact Us	
▼ Alerts	Would vou like to send messages using a secure (https) connections
▼ User/Groups	(using a secure connection is highly recommended)
Primary Connection	Yes, use a secure (https) connection
■ Modify Password	O No, use a normal (http) connection
li	Enter a name for this connection: Financial *
▼ Connections	Location information for this connection:
▼ View Connection	City: Calgary State: Alberta
▶ Modify Connection	try: Canada * Zip/Postal Code:
► Add New Connection	
▼ Remove Connection	Optional Information:
	If you know, please enter the complete
	URL of this connection (server):
	If your connection doesn't have a URL,
	enter Connection's (server) IP Address:
	Contact Person for this connection: Sean Fynn
	Comments:
	Name of the Connection:
	Hardware/OS/Config Information:
	Update this Connection
	1452 FIG 14N

FIG. 14N.

Home	MyNetwork MyAccount ►Setup Customer Care Internal
Logout	Add New Connection
Site Help	
Contact Us	For detailed information about Connection configuration
▼ Alerts	please read the <u>connection FAQ</u> .
▼ User/Groups	Connections are the endpoints for sending/receiving
▼ Primary Connection	messages using HTTP protocol. A sender side connection
Modify Password	allows your to send messages using our network. You
▶ Modify Profile	receive messages addressed to you via the receiver side
▼ Connections	connection.
▶ View Connection	
▶ Modify Connection	 Add a new Sender Side Connection. Add a new Receiver Side Connection.
Add New Connection	Add a new Neceiver Side Connection.
▶ Remove Connection	NOTE: The rest of page will display accordingly as an option
	is clicked.
	Add New Sender Side Connection
	A sender side connection is used to connect to Slam Dunk
	Networks to send messages to your partners. On this page,
	you specify the details of a sender side connection. Fields
	with * are required. —1456
	Would you like to send messages using a secure (https)
	connection? (using a secure connection is highly recommended)
	Yes, use a secure (https) connection
	No, use a normal (http) connection Enter a name for this connection:
	Enter a name for this connection: *
į	Location information for this connection:
	City: * State: *
	Country: * Zip/Postal Code: *
	Optional Information: If you know, please enter the complete
	URL of this connection (server):
	If your connection doesn't have a URL,
	enter Connection's (server) IP Address:
	Contact Person for this connection:
	Hardware/OS/Config Information:
	Comments:
	Somments.
	■ ▼
	Add this Connection

FIG. 140-1.

NOTE: Next table will display if "Add a new Receiver Side Connection" is clicked.

Add New Receiver Side Connection

Receiver side Connections are the endpoints at which you receive incoming messages addressed to you using HTTP/HTTPS protocol. Slam Dunk Networks will deliver messages to you via connections. On this page, you specify the details of a connection. Fields with * are required.

Enter the complete URL for this connection (server): *
If this connection doesn't have a URL, enter: Connection IP Address: * and Port: * **
Would you like to send messages using a secure (https) connection? (using a secure connection is highly recommended)
Yes, deliver messages a secure (HTTPS) connectionNo, use a normal (HTTP) connection
Enter a name for this connection: *
Location of this connection:
City: * State: * Country: * Zip/Postal Code: *
Optional Information:
Contact Person:
Hardware/OS/Config Information:
Comments:
Add this Connection

	09									
	1460		132.25.25.25 Port: 883	foobar.com/purchase	ï	State: Alberta Zip/Postal Code: T2T 218	Return to List			
Remove Connection		Connection: FinanceServer	Receiver side IP Address: 132.25.252.25 Port: 883	URL for your server: http://foobar.com/purchase	Location of this connection:	City: Calgary Country: Canada	Remove Connection	/1458		

FIG. 14P.

√										
Internal										
er Care	808									
▶Customer Care					on.					
Setup			Section		care secti					
MyAccount			tomer Care		describing the customer care section.					
			onr Cus		cribing th					
MyNetwork		,	Welcome to our Customer Care Section		text here des		4500	7061.		
		6		ly Asked	S	je Base	r Service		Contact Information	
Home	Logout Site Heln	Contact Us	■ Welcome	Frequently Asked	Questions	▶ Knowledge Base	▼ Customer Service	Request	▶ Contact Ir	

FIG. 15A.

Home	MyNetwork MyAccount Setup ►Customer Care	Care Internal
Logout		
Site Help		
Contact Us		
▼ Welcome	Search the Knowledge Base	
▶ Frequently Asked		7504
Questions	riease enter the appropriate information:	1001
Knowledge Base		
▼ Customer Service	Words to match in	
Request	"Summary" Field:	
Contact Information		
	Words to match in	
	"Details" Field:	
	Words to match in	
	"Solution" Field:	
	Maximum Number 50 ▼	
	Or Entires to Retrieve:	
	Search Knowledge Base Reset (
	71506	

FIG. 15B.

+

Home	MyNetwork My	MyAccount	Setup	▶Customer Care	Internal
Logout					
Site Help	Customer Service Requests	quests			
Contact Us		•			1504
▼ Welcome					
Frequently Asked	SDN#:				Sirhmit
Questions					
Knowledge Base					
Customer Service	Service Reguest #:				C. Ibmit
Request	- Col 1100 1100 40031 #.				Sublill
▼ View/Modify					
► Add New Service					
Request	Note: rest of page displays after submit is clicked	lavs affer sub	oilo si timo	70	
Contact Information				j	7 1510
	Service Request ID	Service Request Status	equest Sta		Requested
	RQST13121	Open		M	May 2, 2000
	RQST13122	Assigned		Ž	May 4, 2000
	RQST13123	Open		Ž	May 4, 2000
	1512				

FIG. 15C.

Home	MyNetwork MyAccount Setup ▶Customer Care Internal
Logout	Somio Domost
Site Help	Tag legal seducation and an analysis of the seducation and the seducat
Contact Us	By I leing this form you are ultimit a regulact for earlies of New will immediately be
▼ Welcome	by Using this form, you can submit a request for service. If ou will immediately be
▶ Frequently Asked	nouned by entail confining your submission, and a support representative will
Questions	collect you sool.
▶ Knowledge Base	Plases enter all contact information:
▼ Customer Service	
Request	First Name:
► View/Modify	
▶ Add New Service	Last Name.
Request	Company Name:
▶ Contact Information	
	Site Name:
	Telephone:
	Email:
	Severity: Unspecified
	Summary:
	Details:
	<u> </u>
	Submit Trouble Ticket Reset FIG 15D

Home	MyNetwo	ork My/	coount		stup I	Cueto	mor	Coro	_	l.s.4.ss.s.1
				36	etup	Cusio	mer	Care		Internal
Logout	Network	Statist	ics							
Site Help	14 24 1	Lanna								
Contact Us	Last 24 I		DB4 A	.:1 4	0 0000					
▼ Network Statistics	Time No		PIVI, API	rii 1	8, 2000	,				
▶ View	Summar	y:								
Query Message					Mess				/tes	
Activity	Sent Received	J			82		—	9,74		
▼ User/Group for SDN					75	0		8,89	4,2	:50
Administration	Average	Activity	<u>/:</u>							
► Financial Statistics/	Cost	***			Mess				/tes	
Reports	Sent Received	1			3		-	406		
➤ Switch User					3	1	_i	370	1,58	94
SWILCH USE	Detail pe									
	Time	Message	1 *	•	Inique	Mess				Unique
	18:00	Sent	Sent		tinations					Senders
	17:00	24 31	284,616 367,629		6	22		249,03		7
	17.00	J I	1307,028		1)	332,05	02	9
	Last 7 Da	ays								
	Time Nov	w: 7:11	PM, Apr	il 18	8, 2000					
	Summar	v:	· •		•					
				7	Mess	ane	1	By	tes	
	Sent		···		5,7		+-	68,23		
	Received				5,2			62,25		
	Average	Activity	-		•					
			-		Mess	age	Τ	By	tes	
	Sent				82		 	9,74		
	Received				75	0		8,89		
	Detail pe	r Day:								
	Date	Me	essages Sent	E	Bytes S	ent	Unio	que De	estii	nations
	04/18/20		856		0,151,3			10	7	
	04/17/20		801		9,499,0			10		
	04/16/20	00	143		1,695,8	37		1	7	
		I Ma	20000	1	Dutos					
İ	Date		essages eceived	Ì	Bytes Receive		U	nique S	Ser	ders
	04/18/20		770		9,136,1			8	5	
	04/17/20		833		9,879,0			92		
	04/16/20		129	_	1,526,2		<u>.</u>	14		
				•						

FIG. 16A.

Home	MyNetwork MyAccount Setup C	Customer Care ▶ Internal
Logout	-	-
Site Help	Network Statistics	
Contact Us		
▼ Network Statistics	Define Filtering criteria for viewing message activity.	rity.
▶ View		
▶ Query Message		
Activity	Show summary of messages.	
■ User/Group for SDN	Date (mm/dd/vv) [12:00 🔻	AM
Administration		
▶ Financial Statistics/		AM
Reports		
Switch User	Where sender/recipient: is 🔻 Company ID	
	View List of Companies	
	Show totals in increments of:	
	Submit Query	
	# Company Name	Q
	1 ABC Inc.	12354
	2 ACME	27351
	3 XYZ Technologies	72622
	4 NTS Technologies	90812

FIG. 16B.

Home	MyNetwo	ork MvA	ccount	_	etup	Cue	tomer	Caro	Interna
Logout	View Use		coodiit		ctup	Ous	torrier	Cale	miema
Site Help	Enter a u		to view	or	click o	n Sha	ow all	lleere to	view all
Contact Us	registered		to view	01	Onor O	11 0110	JW all	Oscis io	VICW AII
				1	Sea	roh		Chou all	Llooro
▼ Network Statistics	L			┙┖	Sea	ICII	_ '	Show all	Users
▼ User/Group for SDN									
Administration	NOTE: th	ne followi	ng table	wil	I only o	displa	ay AFT	ER "Sea	arch" or
▶ View	"Show all	Users" is	s clicked	ı.		·	•		
► Add	Name	User ID	SDN		Super	Tech	Tech	Business	Busines
▶ Modify	Ivallic	0361 10	Super U	ser	Admin	User	Admin	Admin	User
▶ Delete	Joe Smith	ismith							
➤ Financial Statistics/		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			<u> </u>				
Reports	Joe Oittt-	jsmithston							
➤ Switch User	Smithston		<u> </u>				L <u> </u>		
	User Det Attribute First Nar	ails s of use	r: Joe S		th				
	Last Nan	ne		Smi	100				
	Login Na (User ID)		j	smi	ith		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	****	
	Email	·· ···	j	smi	ith@ci	sco.c	om		
	Phone		(316	-453-9	987			
	Cell				-987-8				
	Pager Fax				-884-9 -732-9				
	Super Tech A NOTE: th information would be	uper Use Admin Admin is last tak on is prov	er ble is no	ove	Bueeded in the	ch Usine on the	ss Us is pag ch res	er e as the sults, but	
İ	search.								

FIG. 16C.

Home	MyNetwork MyAccount Setup C	Customer Care Internal
Logout		
Site Help		
Contact Us		7
▼ Network Statistic	Financial Statistics/Reports	1604
■ User/Group for SDN		
Administration	Show me stats for the past:	hours 🔻 Display
▶ Financial Statistics/		
Reports		
▼ Switch User		
	Number of Messages sent:	ААА
	Number of active customers:	BB
	Number of new customers registered:	SSS
	Number of bytes transferred:	22
	Number of invoices generated:	X
	Total amount billed:	X
	Number of payments made:	10
	Total amount collected from payments:	100,000
	Number of customer service calls:	-
	Number of message exceptions:	0
	1602	
	FIG. 16D.	

Home	MyNetwork	MyAccount	Setup	Customer Care Internal
Logout				1
Site Help				
Contact Us				
▼ Network Statistic	Switch User			
■ User/Group for SDN				
Administration				Switch User
► Financial Statistics/				
Reports				
▼ Switch User				
	Companies:			
	<u>Cisco</u> FedEx			
		FIG 16F		

FIG. 16E.

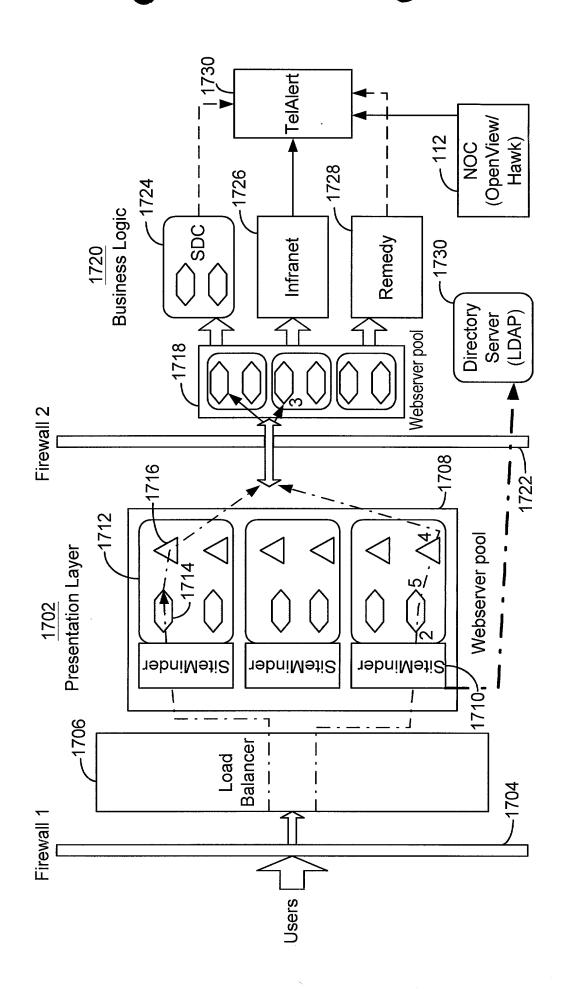


FIG. 17.